Connecticut Counseling Centers Inc.
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,068	2,172	-5%
	Admits	377	501	-25% ▼
	Discharges	412	474	-13% ▼
	Service Hours	12,619	15,031	-16% ▼

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Medication Assisted Treatment	2,068	100.0%

Consumer Satisfaction Survey

(Based on 592 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		92%	80%	91%
✓ Outcome		89%	80%	83%
✓ General Satisfaction		88%	80%	92%
✓ Access		86%	80%	88%
✓ Recovery		85%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | Under Goal

Client Demographics

Age	#	%	State Avg
18-25	56	3%	10%
26-34	555	27%	22%
35-44	638	31%	23%
45-54	415	20%	19%
55-64	302	15%	19%
65+	102	5%	8%

Gender	#	%	State Avg
Male	1,282	62%	58%
Female	778	38%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,589	77%	69%
Hisp-Puerto Rican	199	10%	12%
Hispanic-Other	156	8%	8%
Unknown	121	6%	11%
Hispanic-Mexican	3	0%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	1,789	87%	▲ 62%
Other	134	6%	13%
Black/African American	127	6%	▼ 17%
Am. Indian/Native Alaskan	7	0%	0%
Asian	4	0%	1%
Unknown	4	0%	6%
Hawaiian/Other Pacific Islander	3	0%	0%
Multiple Races			1%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

Dnbry MM 1.3 051723
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	833	894	-7%	
Admits	144	180	-20%	▼
Discharges	183	200	-9%	
Service Hours	3,530	5,692	-38%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
✓ Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	49%	79%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	91%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		61	33%	50%	54%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		752	86%	75%	94%	11%	▲
✓ Abstinence/Reduced Drug Use		500	57%	50%	69%	7%	
✓ Employed		374	43%	40%	42%	3%	
● Stable Living Situation		738	84%	90%	91%	-6%	
● Self Help		395	45%	60%	53%	-15%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		366	53%	90%	85%	-37%	▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Length of Stay over 1 Year		679	82%	50%	71%	32%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 33 Active Methadone Maintenance Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Norwalk MM 900515
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	289	316	-9%
Admits	42	70	-40% ▼
Discharges	50	68	-26% ▼
Service Hours	3,470	3,492	-1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
Valid TEDS Data	99%	100%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	80%	79%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	91%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		30	60%	50%	54%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		181	61%	50%	69%	11% ▲
✓ Employed		152	52%	40%	42%	12% ▲
✓ Not Arrested		251	85%	75%	94%	10%
✓ Self Help		202	68%	60%	53%	8%
● Stable Living Situation		252	85%	90%	91%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		202	82%	90%	85%	-8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		237	82%	50%	71%	32% ▲

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 33 Active Methadone Maintenance Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Recovery Coach - Meth
Connecticut Counseling Centers Inc.
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

STR - MAT Y2
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	5	-60%	▼
Admits	-	-		
Discharges	-	3	-100%	▼
Service Hours	51	65	-21%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	88%
✓ Valid TEDS Data	100%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	24%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	76%
SA Screen Complete	N/A	88%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		2	100%	75%	66%	25%	▲
✓ Stable Living Situation		2	100%	95%	65%	5%	
✓ Employed		1	50%	50%	24%	0%	
● Abstinence/Reduced Drug Use		1	50%	55%	47%	-5%	
● Self Help		0	0%	60%	19%	-60%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	36%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services	■		■	■			■	■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

STR MAT Y2
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	1		▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	3	-100%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	88%
Valid TEDS Data	N/A	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	24%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	76%
SA Screen Complete	N/A	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Abstinence/Reduced Drug Use		N/A	N/A	55%	47%	-55%	▼
Employed		N/A	N/A	50%	24%	-50%	▼
Not Arrested		N/A	N/A	75%	66%	-75%	▼
Self Help		N/A	N/A	60%	19%	-60%	▼
Stable Living Situation		N/A	N/A	95%	65%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		N/A	N/A	90%	36%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Waterbury MM 100447
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	946	959	-1%	
Admits	191	250	-24%	▼
Discharges	179	202	-11%	▼
Service Hours	5,569	5,780	-4%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%
✓ Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	67%	79%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	91%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully	66	37%	50%	54%	-13%	▼

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested	780	79%	75%	94%	4%	
● Abstinence/Reduced Drug Use	459	46%	50%	69%	-4%	
● Employed	311	31%	40%	42%	-9%	
● Stable Living Situation	769	78%	90%	91%	-12%	▼
● Self Help	315	32%	60%	53%	-28%	▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	575	71%	90%	85%	-19%	▼

Service Engagement

Medication Assisted Treatment	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Length of Stay over 1 Year	727	77%	50%	71%	27%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 33 Active Methadone Maintenance Programs

Variances in data may be indicative of operational adjustments related to the pandemic.